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## CERTIFICATE OF MAILING

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Kathleen LaBrie

11/26/2003

Appl. No. : 09/805,646  
 Applicant : Mark Grimse et al.  
 Filed : March 13, 2001  
 TC/A.U. : 2121  
 Examiner : Michael B. Holmes

Docket No. : 1040659-991101  
 Customer No. : 26379

Confirmation No. 4015

Title: AUTOMATED PROCESS GUIDANCE SYSTEM AND METHOD

RESPONSE A

Commissioner for Patents  
 P.O. Box 1450  
 Alexandria VA 22313-1450

Sir:

In response to the Office action of August 26, 2003, please amend the above-identified application as follows:

**Amendments to the Specification begin on page 2 of this paper.**

**Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.**

**Remarks/Arguments begin on page 6 of this paper.**